



## **RESOLUTION**

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### **URGING THE BOARD OF WATER SUPPLY TO IMPROVE ITS BILL ESTIMATING SYSTEM AND RETROACTIVE BILLING PRACTICES.**

WHEREAS, the Board of Water Supply ("BWS") is a semi-autonomous agency with the following characteristics:

- The BWS mission manages Oahu's municipal water supply and distribution system, with full and complete authority to manage, control, and operate Oahu's water systems;
- The BWS supplies approximately 150 million gallons of water a day to roughly one million customers through an intricate system of 94 active potable water sources, 170 reservoirs, and nearly 2,100 miles of pipeline islandwide;
- The BWS has sole discretion to set water charges, whereas the City Council sets charges and fees for all other City services;

and

WHEREAS, concerns have been raised regarding the billing practices of the BWS, including multiple and verified cases where the BWS retroactively adjusted ratepayer bills months after ratepayers were initially charged for their estimated usage; and

WHEREAS, the practice of retroactively adjusting water bills for periods of usages that date back several months has resulted in costly, unexpected charges that caused ratepayers emotional distress and financial hardship; and

WHEREAS, the BWS Chief Engineer and Manager informed the Council during the October 29, 2013, meeting of the Committee on Executive Matters and Legal Affairs that the BWS was in the process of reevaluating its billing system to consider limiting the number of months a ratepayer could be retroactively billed for water service; and

WHEREAS, the BWS has the ability to implement a billing system that automatically detects multiple consecutive estimated bills, and subsequently alert BWS customer care representatives so that they may ensure that BWS errors or water leaks are promptly detected and that bills for actual usage are promptly prepared and transmitted to the affected customers; and



## RESOLUTION

WHEREAS, the City Council believes it is in the best interest of the public and the City to ensure that Honolulu water ratepayers are given prompt notice when their bills are estimated, and that estimated bills are not sent out for more than two billing cycles before a customer care representative investigates a ratepayer's bills to ensure the ratepayer is not being charged due to a billing error or water main leak; now, therefore,

BE IT RESOLVED by the Council of the City and County of Honolulu that it urges the Board of Water Supply to implement a bill estimating system that will require investigation by BWS customer care representatives when more than two consecutive estimated bills are assessed to ratepayers; and

BE IT FINALLY RESOLVED that copies of this Resolution be transmitted to the Mayor, the Managing Director, the Chair of the Board of Water Supply, and the City Auditor of the City and County of Honolulu.

INTRODUCED BY:

*Lyndee Pui*

DATE OF INTRODUCTION:

**JAN 24 2014**

Honolulu, Hawaii

Councilmembers

CITY COUNCIL  
CITY AND COUNTY OF HONOLULU  
HONOLULU, HAWAII  
CERTIFICATE

**RESOLUTION 14-19**

Introduced: 01/24/14 By: KIMBERLY PINE

Committee: PUBLIC WORKS AND  
SUSTAINABILITY

Title: RESOLUTION URGING THE BOARD OF WATER SUPPLY TO IMPROVE ITS BILL ESTIMATING SYSTEM  
AND RETROACTIVE BILLING PRACTICES.

Voting Legend: \* = Aye w/Reservations

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02/05/14	PUBLIC WORKS AND SUSTAINABILITY	CR-35 - RESOLUTION REPORTED OUT OF COMMITTEE FOR ADOPTION.
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02/19/14	COUNCIL	CR-35 AND RESOLUTION 14-19 WERE ADOPTED. 9 AYES: ANDERSON, CHANG, FUKUNAGA, HARIMOTO, KOBAYASHI, MANAHAN, MARTIN, MENOR, PINE.
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I hereby certify that the above is a true record of action by the Council of the City and County of Honolulu on this RESOLUTION.

  
BERNICE K. N. MAU, CITY CLERK

  
ERNEST Y. MARTIN, CHAIR AND PRESIDING OFFICER